

DEPARTMENT OF BENEFIT PAYMENTS



February 4, 1974

ALL COUNTY LETTER NUMBER 74-21

TO: ALL-COUNTY WELFARE DIRECTORS

SUBJECT: REVISION OF DEPARTMENT POLICY AND PROCEDURE
FOR COMMUNICATIONS WITH COUNTIES

REFERENCE: Manual Sections 17-001 through 17-021

The Department has just completed a revision of the policy and procedure for communicating with the counties. It is included as a major section of an overall "Communications Handbook" being prepared in the Department to provide guidelines for all types of communications in which the Department is involved. The purpose of this letter is to inform you of the changes that have been made and to solicit your comments and suggestions concerning the system. As appropriate, manual sections 17-001 through 17-021 will be updated to reflect these changes.

The major points of the policy and procedure for county communications are summarized as follows:

1. The old system of Director's Letters, Circular Letters, and Information Letters is replaced by All-County Letters and Business Letters. All-County Letters are limited to matters of statewide compliance or clarification of regulations or instructions to all counties (or all WIN or food stamp counties). These will be signed at the Deputy Director level or above. Manual Letters (transmitting regulations or handbook material) remain the same. Business Letters are used for all other written communications, including correspondence to individual counties and routine information to all counties (see attachment).
2. A numbering system for All-County Letters is provided. This has already been implemented as of January 1, 1974. The number is determined by year and sequence of issuance (74-1, 74-2, etc.). In order to avoid gaps in the numbering system for some counties, All-County Letters addressed to food stamp or WIN counties will be sent to all counties. The numbers are assigned as the letters are sent out, so any gaps will indicate that a letter is missing.
Note: Letters sent to all counties which contain only routine information will not be numbered as All-County Letters.
3. All-County Letters will contain a subject line for quick reference.

OBSOLETE
Superseded by
ACL 77-15
Issued 3-17-77

4. All-County Letters will be cross-referenced to any applicable regulations and Manual Letters will be cross-referenced to any applicable All-County Letters. This should help to ascertain total policy in a given area.
5. Included in All-County Letters will be a contact person or unit in the Department that is responsible for the subject matter.
6. The County Welfare Directors' Association will normally receive an advance copy of All-County Letters.
7. Telegrams sent to counties in place of All-County Letters or Business Letters will always be followed by the appropriate letter.

As a result of these changes, it is hoped that the Department will provide you with a more complete set of information and allow for better control of important communications. We welcome your comments and suggestions.

Sincerely,



F. J. NEWLIN

Chief Deputy Director ADMINISTRATIVE & FINANCIAL SYSTEMS

Attachment

cc: CWDA

SUMMARY OF CONDITIONS FOR USE OF WRITTEN COMMUNICATIONS TO COUNTIES

| TYPE | CRITERIA FOR USE | SENT TO | AUTHORITY TO APPROVE AND SIGN |
|-------------------------------|---|---|---|
| All-County Letter (numbered) | <ol style="list-style-type: none"> 1. Provides specific direction on matters requiring statewide compliance (i.e., implementation of court orders, changes or additions to regulatory and handbook material pending subsequent manual revision, Department policy, new reporting requirements, etc.). 2. Clarifies, but does not change, previously issued regulatory material or instructions. | All Counties | Deputy Director or above |
| Manual Letter (numbered) | <ol style="list-style-type: none"> 1. Transmits changes to program regulations (green sheets). 2. Transmits changes to handbook material (white sheets). | DSW Policy and Procedures Manual holders | Unsigned, but approved by Regulations Development |
| Business Letters (unnumbered) | <ol style="list-style-type: none"> 1. Provides specific direction on matters requiring compliance by individual or special groups of counties. 2. Clarifies policy or regulations to individual or special groups of counties. 3. Provides general information requiring <u>no</u> action or response from counties. 4. Responds to individual county inquiries and requests. 5. Used for other direct correspondence with counties necessary for the performance of normal Departmental activities (includes transmission of routine form letters, information requests, etc.). | Individual, special groups of counties or county governmental associations plus business correspondence with all counties not covered by All-County Letters | Deputy Director or above for (1) Bureau Chief or above for (2), (3), (4), and (5) |
| Telegram | Sent in place of All-County Letters or Business Letters when counties must be contacted within twenty-four hours. | All counties, groups of counties and individual counties | Department official who would approve and sign corresponding All-County Letter or Business Letter |